Hosted Desktop

Starter kit

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Date: 11-02-2022
Version: 3.1
Last update: 04-11-2022

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1 Introduction to Citrix

In the Hosted Desktop environment of Exact you will be able to use various applications on a remote desktop environment. The main advantage of this is the availability: you will be able to log in and use your applications and access your files, from anywhere in the world.

This document describes how to connect to the Hosted Desktop and describes how some of the features on the Hosted Desktop work and how they can be configured. Please note that when users only use Exact Synergy, installation of the hosted desktop is not necessary since you work in Exact Synergy using a browser.

2 Connecting to the hosted desktop

In this chapter we'll explain how to install and configure the Citrix Workspace App.

The screenshots and details were made using Windows 8.1 and Citrix Workspace App. Settings in other versions will be the same, but some locations may differ.

If you are using a Mac, or are connecting from a mobile device, please also follow the instructions in 2.3.
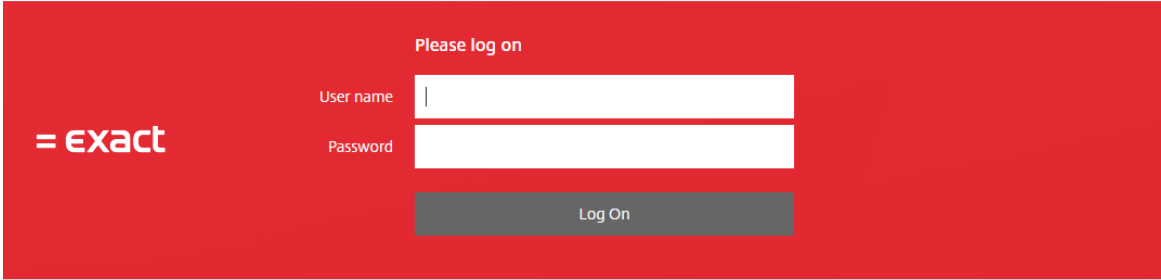
2.1 Installation and configuration of the Citrix Workspace App

Go to the website: https://www.citrix.com/nl-nl/downloads/workspace-app/ and download the latest version of the Citrix Receiver.

Run the file you downloaded and click 'Install' to start the installation. When it's finished you'll see the 'Installed Successfully' message.

2.2 Access to the Exact Cloud environment

After the Citrix Workspace App has been installed according to the instructions from the previous paragraph, the next step is accessing the environment. Via the on premise browser you can go to the following URL: https://cloud.2exact.com. You will see a screen like the picture below:
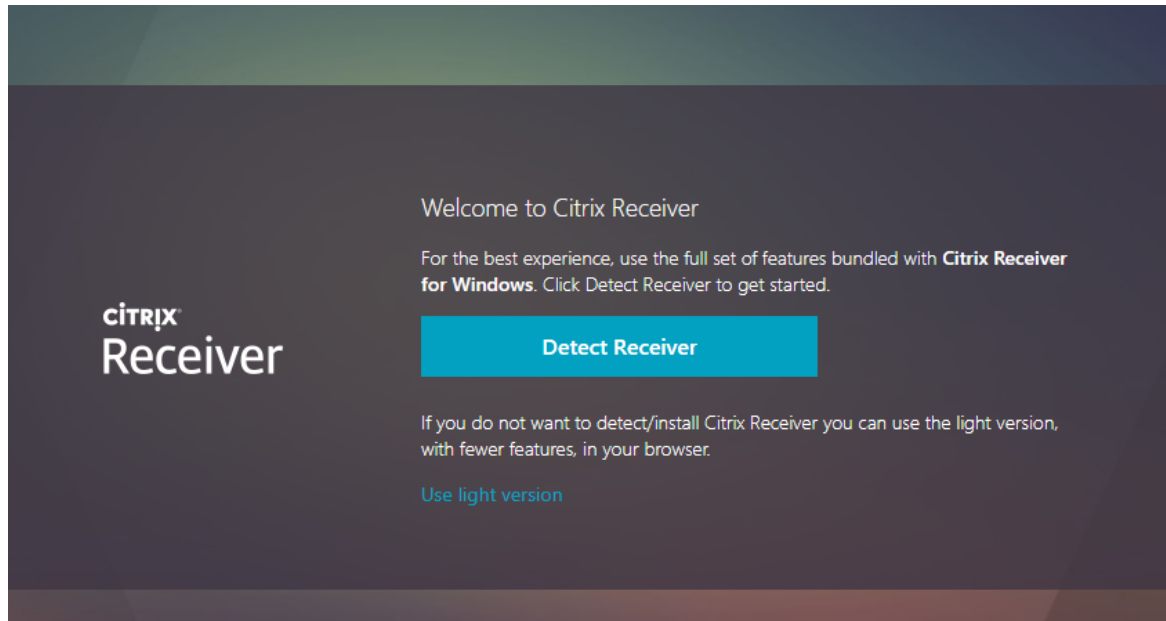

You can login by entering the credentials which were provided to you. The username which needs to be entered should be the username which looks like an e-mail address (also known as the UPN (Unique Principal Name)) and not the username starting with 'HOSTING\'.

After entering the credentials, you will see a screen similar to the image which is displayed below:

Due to the fact that you already installed Citrix Receiver, you can choose for the option ' Detect Receiver'.

Note: Do not use 'use light version' if you are not purposely choosing this version. This 'flavor' has a known limitation that you cannot print to other than pdf and thus will not recognize printers via hosted desktop. In those cases you will need to copy the pdf files to your local drives to print.

When you have chosen for this option a screen similar to the image below is displayed:
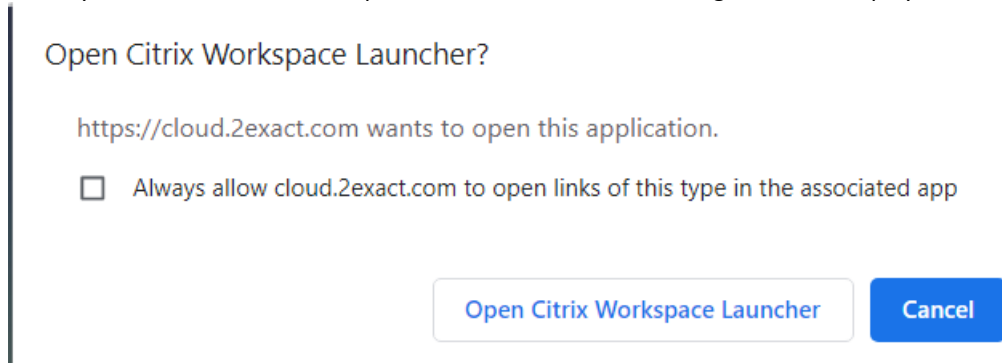
Please mark the checkbox and choose for option 'Open Citrix Workspace Launcher'.

Should the system not continue to the next screen, you can choose the option 'Already Installed'. After this a screen similar to the picture below is displayed:
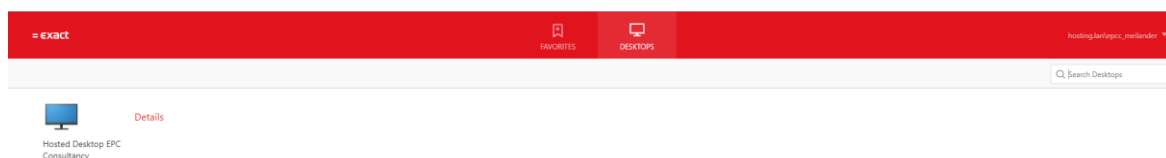
Now you can start the Hosted Desktop session by clicking either on the computer icon or by choosing for the option 'Open'.

If the system, instead of opening the Citrix sessions should download a file, please do the following:

- In your internet browser where your downloaded file is displayed, choose the pulldown menu on the right side of the file;
- Choose for 'Always open files of this type';

Open

Always open files of this type

Show in folder

Cancel
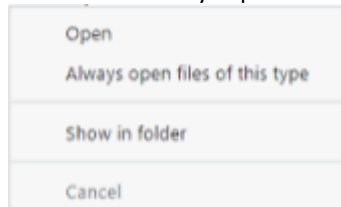
- Now click either on the computer icon or on the option 'Open' to launch the Hosted Desktop.

2.3   Additional Step for Macs and mobile devices

When working with a MAC pc or other mobile device, extra steps need to be taken and these are described in this paragraph. Exact uses Go Daddy SSL certificates. To use these you have to install the so called Root certificates manually, as Macs and mobile devices often don't recognize these automatically.

Open this website first: https://certs.godaddy.com/anonymous/repository.pki

Download and install the 3rd, 9th, and 10th certificates. The filenames are:

- gd_intermediate.crt
- gdroot-g2.crt
- gdig2.crt

This action should be sufficient. If you still receive an error message saying the Go Daddy certificate hasn't been trusted you may have to edit one more setting in the Keychain (Mac only).

Open the 'Keychain', and click 'Certificates'. Find the Go Daddy certificates in the list, open the certificates, and after clicking Trust select 'Always trust this certificate'.

If you're still having issues after these steps, or if you need assistance in performing any of these steps, please contact the Exact Support Desk.

# 3 Useful features on the hosted desktop

3.1 Print to PDF

There are several ways to print to PDF on the Hosted Desktop. In this section we will go over these options.

3.1.1 NovaPDF

To print to PDF in Exact Globe we recommend using NovaPDF. This application is installed on the Hosted Desktop by default, and works very well in combination with Exact Globe.

After opening an administration in Exact Globe you can set a printer by going to 'File > Printer settings…'. Choose 'Specific', and select 'NovaPDF' from the list.

Close by clicking 'OK', and NovaPDF will be your default printer in Exact Globe.
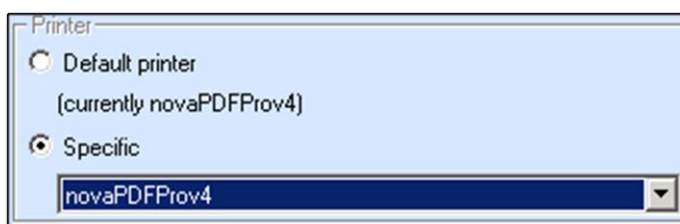
If you want to print on paper again, you can use the same steps to make your regular printer the default.

If you use the NovaPDF printer in applications other than Exact Globe, an advertisement will be printed at the bottom of the page.
This advertisement is also printed if you use NovaPDF in the Crystal Reports through Exact Globe.

3.1.2 Save as PDF (Office 2010)

In Microsoft Office 2010 you have the option of saving your documents to PDF through the built-in Save function.

All documents that can be opened in an Office application can be saved to PDF using this option.

To save to PDF go to 'File > Save As' and in the 'Save as type' menu select 'PDF'. Browse to the destination folder to save your file.
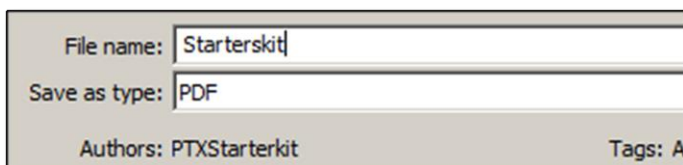
3.2 Changing the display language

The default language on the Hosted Desktop is English, but this can also be changed to Dutch.

Warning: Changing the display language will also change the language of Microsoft Office.

3.2.1 Changing the Windows display language

To change the display language of the Hosted Desktop to Dutch, or to English, follow these steps. As English is the default language, the screenshots used are English.

In the Start Menu open the 'Control Panel'. In the Control Panel you'll see several options, continue by clicking 'Region and Language.

On the third tab, named 'Keyboards and Languages', you will find the display languages menu. Choose English from the list to change the language. The change will apply the next time you log in.
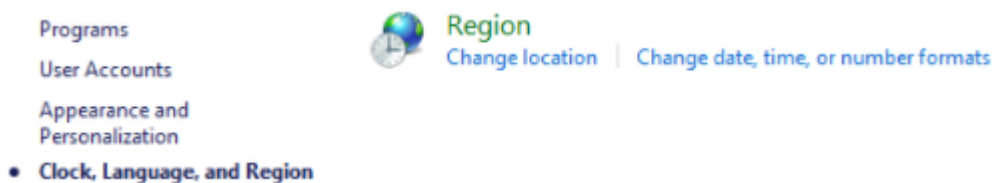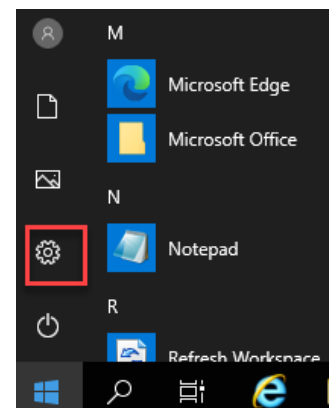
3.2.2   Changing the Microsoft Office display language

Open the Start menu and a list of all available applications on the Hosted Desktop will be shown.

Click 'Microsoft Office'. In this folder open the Office Language Preferences'.

In the 'Display Language' menu, choose the correct language and click 'Set as Default'. Any open Office applications will still be in the original language.

Click OK to apply the change.
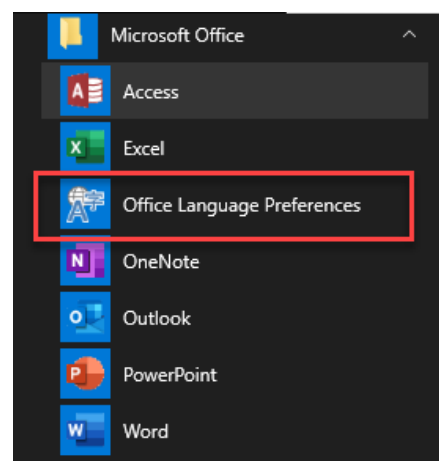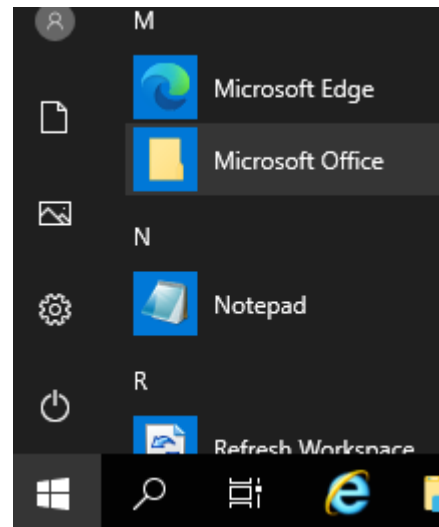
3.3   Access to your local drives/network drives

It is possible to access your local drives/network drives from your on premise environment when you are working in the hosted desktop environment. When logging on to the hosted desktop, a prompt will be shown, as displayed in the picture below. Choosing for 'permit use' will make sure local on premise drives or network drives which are mapped, are shown in the windows explorer.

3.4   Changing your password within the Hosted Desktop

You can change your password when you are logged in on the Hosted Desktop. Be aware that in case you also use other services hosted by Exact such as Hosted Exchange and/or Hosted Synergy, the password for these will also be changed.

In the top of your screen you have the Xen Toolbar and the option to click on 'Ctrl + Alt + Del'
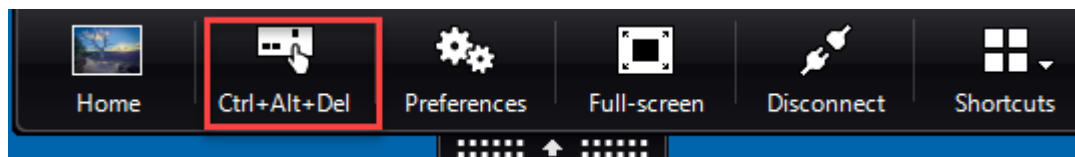
Now you will get the following screen:
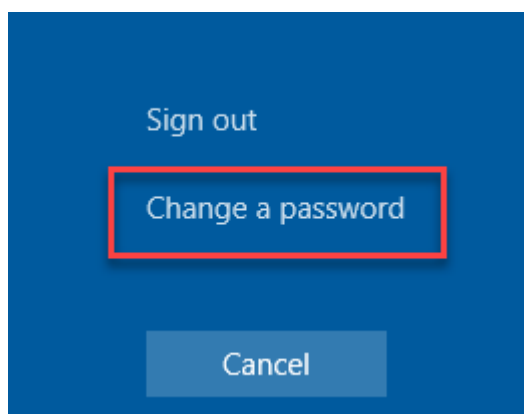
After choosing Change a password' you need to enter the current password and enter the new password twice. After confirming the new password the password is changed.

The following password policy applies:
- The password should have a minimum length of eight characters.
- Passwords must contain characters from three of the following five categories:
1. Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
2. Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
3. Base 10 digits (0 through 9)
4. Nonalphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/
5. Any Unicode character that is categorized as an alphabetic character but is not uppercase or lowercase. This includes Unicode characters from Asian languages.

After changing your password with the above method we advise you to log off from the Hosted Desktop and then log back in. This will ensure your old password isn't still in use in the background, which can lead to your account being locked out.

3.5   Password Change/Reset Portal

Instructions regarding usage of this portal are described in the manual of this solution. You should have received this manual next to this starter kit. If you did not receive this manual than please contact our support department.

3.6   MFA Portal

If MFA for your organization has been enabled you can find instruction about the MFA portal in the manual of this solution. You should have received this manual next to this starter kit. If you did not receive this manual than please contact our support department.

3.7   Default administrator user

When your Exact Cloud environment is created, an administrator user is generated for set up purposes. This administrator user is named "Saas Administrator" or a similar looking username and is used for specific jobs and services. This user can also be recognized that the username ends on '_0001'. It is therefore important that this user is never changed, blocked or removed from the system since this could block performing updates or correctly functioning of Exact solutions.

3.8   Preserving personal settings

To preserve the user settings correctly it is important to sign out correctly. Signing out can be done by clicking on the profile icon and then choose 'Sign Out'.
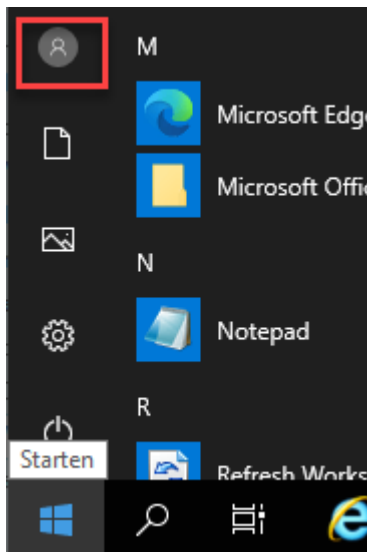
The reason for this is because when not using the profile icon to sign out, a background task will function to forcefully close the sessions. When this task is executed personal settings could get lost.

3.9   Restoring personal settings

At the moment you are confronted with a situation that settings are lost, you can restore them from a restore point. In order to achieve that the following steps need to be taken:

1) Open the start menu from the hosted desktop;
2) Select 'Ivanti Workspace Settings';
3) Choose 'workspace preferences';
4) Choose tab 'Other';
5) Choose the application for which you wish to restore the settings;
6) Choose 'Next' to select a restore point;
7) Select a restore point;
8) Choose 'Restore' and 'Yes' to confirm it.

3.10 Exact Lightweight Integration Services

When using a solution in the Exact Lightweight console in the Exact Cloud environment, such as CMDM or Exact Integration, a user cannot access the ELIS console. This is done because of the shared infrastructure and to prevent users accessing tennants of another customer.

When having a synchronization issue, the setup of the ELIS console informs the user via either a request and/or e-mail. This was most likely setup once the environment in the Exact Cloud was deployed. When being informed of such a synchronization issue, the user could always solve the root cause and trigger the synchronization again by editing the (master) data again and saving the changes.

From release 413/258 and onward Exact Synergy now also offers the 'retry' option (also see screenshot below) in the Exact Lightweight Integration Server Monitor. For more information please check the release notes of release 413/258.

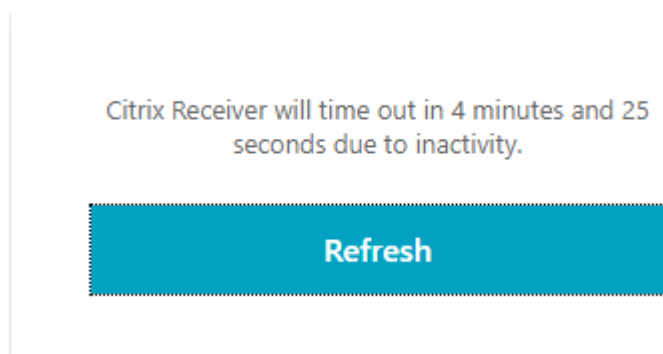| Failed	0	[Exact Synergy] - Entity: ClassificationID:Invalid reference: Classification (HUG)	Retry
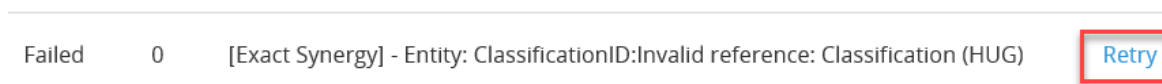
3.11 Creating Users

Please note that when an environment is created in the Exact Cloud, Exact will only create the users in the Active Directory of the environment. Only one (key) user will be made available in the Exact Solutions (Exact Globe, Exact Synergy). The key user must create the other users in the Exact solution with the proper roles/rights. Logically the key user is more able to determine which roles/rights need to be linked to the resource.

The field usr_id which can be defined in your Exact solution should be populated with the part you received which is specified after 'HOSTING\'. The default naming convention of this field is Exact customer code_sequencenumber, for example 132456_0022 and **not** the earlier mentioned UPN.

3.12 Session Expiry message

When being inactive for some time on the website https://cloud.2exact.com you will receive the message shown in the picture below:

Citrix Receiver will time out in 4 minutes and 25 seconds due to inactivity.

Refresh

This message does not apply to the Hosted Desktop session but on the website https://cloud.2exact.com. This means that if you want to start an application which is published on the website mentioned, you need to login again. This is done from a security perspective.